

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, January 15, 2020 at 7:45 am

***Village of Beverly Hills

Council Chambers***

18500 West 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of December 18, 2019-M
3. Public Comments
4. Audit Presentation by Plante & Moran for FY 2018-19
5. Appointment of New PEG Committee Chairman- M
6. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
 - c. Personnel Committee
7. Executive Director's Report
8. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
9. BAPA/BAMA Report
10. Old Business
11. New Business
12. Public Comments
13. Board Comments
14. Adjourn

MEMORANDUM

DATE: January 10, 2020

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

We have received two (2) complaints since the date of my last report. Complaint No. 2019-46 was submitted to Comcast on behalf of a Birmingham resident who has been having a problem with his cable service for the last two years as it occasionally switches over to Spanish language. This occurs mostly when he is watching pro football and sometimes when he is watching PBS. The commercials, however, continue to be in English during this time. The escalation team representative made multiple attempts to contact this customer but was unsuccessful. They have provided their direct contact information if further assistance is needed and this complaint is now closed. Complaint No. 2019-45 was previously received from a Birmingham resident who is trying to get AT&T to remove its wire from an old pole on his property and relocated onto a new pole so that DTE can then remove the old pole. AT&T sent a technician out a few weeks ago who told the homeowner they would be back but no one from the company has come back out to finalize this work. This complaint has been escalated again and is currently pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of December 31, 2019 will be e-mailed to all Board members. This information will also be provided via hard copies at the meeting, as well as budget to actual figures.

CHECK DISBURSEMENT

Two (2) checks have been written since the date of our last meeting as follows:

1. Advanced Lighting & Sound (PEG Grant- Village of Franklin- Video Production System):
\$11,545.50
2. Michigan Municipal Risk Management Authority (2nd installment for liability insurance):
\$2,313.00

ADDITIONAL NOTES:

1. TV Technology reported on January 3, 2020 that some viewers of the Citrus Bowl (Michigan v Alabama) received a Spanish broadcast on ABC. The Citrus Bowl released a statement via Twitter advising viewers to consult their TV provider “as we have no control over issues of this matter.”
2. NATOA issued an update indicating that in a surprise move by Congress, the recent appropriations bill that funds the government through September 2020 also includes a new law that mandates that cable companies tell their customers the truth about cable pricing. Labeled as the Television Viewer Protection Act of 2019, the law requires a cable provider to notify customers buying a new plan within 24 hours “by phone, in person, online or by other reasonable means” of the full cost of buying the service. Customers then have 24 hours from the time the cable company sends the notice to cancel the service with no penalty. Interestingly, the law only affects cable TV pricing and not pricing for broadband or telephone service. The law gives cable companies six months to implement the new practices. Oddly, it also allows the FCC to extend the starting date by up to six additional months.



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report December 19th, 2019 through January 15th, 2020

Date: January 8th, 2020

Cc: Greg Kowalski; Cathy White; Elaine McLain

BAMA Programs

During this time period we've completed four regularly scheduled municipal meetings, the BACB meeting, Parks and Rec Board meeting, Zoning Board meeting, Advisory Parking Committee meeting and the Multi-Modal Board meeting.

BAPA Programs

From BACB area individual producers and organizations we've taped 5 program. From individuals:

- ❖ *Four Michigan Planning Today hosted by Bob Gibbs.*

From BACB area organizations:

- ❖ *Plant Based Nutrition Support Group Lecture.*

PRODUCER WORKSHOP

We are offering a one on one session for those who are interested in producing their own show and to those who want experience behind the scenes. Please call 248-433-7790 and we can schedule a date and time with you.

UPCOMING SPORTS EVENTS

Boys Swim and Dive
Boys Hockey
Girls Basketball
Girls Hockey